



Agenda Date: 9/12/07
Agenda Item: 3A

STATE OF NEW JERSEY
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102
www.bpu.state.nj.us

CABLE TELEVISION

IN THE MATTER OF THE ALLEGED FAILURE OF CSC)	ORDER ACCEPTING
TKR, INC. TO COMPLY WITH PROVISIONS OF THE)	OFFER OF SETTLEMENT
NEW JERSEY CABLE TELEVISION ACT, <u>N.J.S.A.</u>)	
48:5A-1 <u>et seq.</u> , AND THE NEW JERSEY)	DOCKET NO. CO07080635
ADMINISTRATIVE CODE, <u>N.J.A.C.</u> 14:18-1.1 <u>et seq.</u>)	

SERVICE LIST ATTACHED

BY THE BOARD:

CSC TKR, Inc., itself and through its subsidiaries¹, (referred to collectively as "Cablevision"), operates certain cable television systems in the State of New Jersey, and such cable systems provide cable television services to almost 1,000,000 subscribers in 176 municipalities in Bergen, Essex, Hudson, Mercer, Middlesex, Monmouth, Morris, Passaic, Somerset, Sussex, Union and Warren counties. The Board's Office of Cable Television ("Office"), Bureau of Inspection and Enforcement uncovered a number of apparent deficiencies during the course of a routine compliance review and as a result of an investigation conducted pursuant to the Board's October 27, 2005 Order of Investigation in Docket No. CX05040335. The Office served notice of its allegations that Cablevision had failed to conform to certain provisions of the New Jersey Cable Television Act, N.J.S.A. 48:5A-1 et seq. and the New Jersey Administrative Code, N.J.A.C. 14:18-1.1 et seq., during the period of January 1, 2004 through June 30, 2007, as more specifically set forth in Schedules 1, 2 and 3 appended to the Offer of Settlement. The aforementioned statutes and regulations require that all cable systems in New Jersey operate in a manner that protects the rights of the cable consumer.

As a result of correspondence, telephone conversations and settlement conferences between Cablevision, the Attorney's General Office and the Office, on August 30, 2007, Cablevision submitted an Offer of Settlement concerning the non-conforming practices outlined on Schedules 1, 2 and 3 appended to the Offer of Settlement.

¹ Cablevision of Monmouth, Inc.; Cablevision of Hudson County, Inc.; Cablevision of New Jersey, Inc.; Cablevision of Newark; Cablevision of Warwick, LLC; Cablevision of Paterson, LLC; Cablevision of Rockland/Ramapo, LLC; Cablevision of Oakland, LLC.

Without admitting to any violations, Cablevision submitted an Offer of Settlement concerning the alleged non-conforming practices which included a monetary offer in the amount of \$262,000.00 and a proposed course of revised procedures in order to resolve all issues concerning the violations alleged by the Office.

The Board had reviewed the matter and HEREBY FINDS that the Offer represents a reasonable settlement in view of the alleged violations. Therefore, the Board HEREBY ACCEPTS the Offer of Settlement proffered by Cablevision subject to the following conditions:

1. Cablevision shall cause to be paid to the Treasurer, State of New Jersey, as provided by the Board's Order accepting this Offer of Settlement, Two Hundred Sixty-Two Thousand and 00/100 (\$262,000.00) dollars on or before a date that is thirty (30) days after the date on which a final Order accepting this Offer of Settlement is issued by the Board.
2. Cablevision shall, on an on-going basis, provide verified proof to the Office that all required quarterly and annual notices are sent to customers in accordance with N.J.S.A. 48:5A-26(c), N.J.A.C. 14:18-3.5 and N.J.A.C. 14:18-3.18 in the form of a true copy of the notices sent and proof of mailing the earlier of thirty (30) days of the completion of such notices or ten (10) days following the end of the quarter or annual period for which the notice was sent. The Board's prior Orders in Docket Nos. CO03090707 and CX05040335 had the same required submission of these notices to the Office and the Board hereby reaffirms that requirement.
3. Cablevision shall provide verified proof, including, where appropriate, certifications of continued compliance, to the Office no later than November 12, 2007, that appropriate corrective action was implemented as of the date of its Offer of Settlement to:
 - a. ensure that going forward it will provide customers with adequate information and assure they are served under the most advantageous schedule by providing subscribers information concerning equipment, as required by N.J.A.C. 14:18-3.3;
 - b. ensure that going forward it will provide to prospective and/or existing subscribers notice of availability of senior citizen discount rates, as required by N.J.A.C. 14:18-3.18(b)(3), N.J.A.C. 14:18-3.4(d), and N.J.A.C. 14:18-3.20;
 - c. ensure that going forward it will comply with all terms and conditions of valid Orders issued by the Board and the Director of the OCTV, as required by N.J.S.A. 48:5A-9 and N.J.A.C. 14:17-11.1;
 - d. ensure that going forward it will provide prospective and/or existing subscribers with correct information about local toll-free numbers; a specific date by which payment is due; notice of disconnection; and determining the correct due date for payment, as required by N.J.A.C. 14:18-3.7(a)(1); N.J.A.C. 14:18-3.7(a)(6); N.J.A.C. 14:18-3.9(b); and N.J.A.C. 14:18-3.9(a);
 - e. ensure that going forward it will provide interest on uncorrected billing errors as required by N.J.A.C. 14:18-3.19(a);

- f. ensure that going forward it will issue refund checks promptly, as required by N.J.A.C. 14:18-3.25;
 - g. ensure that going forward it will provide prospective and/or existing subscribers with correct information concerning the availability of outage credits, as outlined in N.J.A.C. 14:18-3.5 and required by N.J.A.C. 14:18-3.18(b)(1);
 - h. ensure that going forward it will provide OCTV with channel allocation information on forms prescribed by the Director, as required by N.J.A.C. 14:18-3.17(a);
- ensure that going forward it will comply with FCC customer service standards as required by 47 C.F.R. §76.309(c) and N.J.A.C. 14:18-7.8(a)(2);
- j. ensure that going forward it will file telephone system performance reports in a timely manner, as required by N.J.A.C. 14:18.7.7(c);
 - k. ensure that going forward it shall submit complaint reports, as required by N.J.A.C. 14:18-6.7; and
- ensure that going forward it shall seek approvals from the Board, as required by N.J.S.A. 48:5A-42

The Office will monitor Cablevision or its successor's future notice and filing requirements and procedures as set forth in the State Cable Television Act and the New Jersey Administrative Code.

The Board's acceptance of the Offer of Settlement is for purposes of this proceeding only, addresses only those specific allegations and timeframes in the Offer of Settlement, and shall not be construed as limiting the Board's authority in any other matter affecting Cablevision and or a successor company or operator.

For purposes of assessing penalties for future offenses by Cablevision, its parents, affiliates, subsidiaries and successors that may now or in the future operate the cable television systems that are the subject of this Offer of Settlement, such future offenses shall be considered second or subsequent offenses, in accordance with N.J.S.A. 48:5A-51(b).

This Offer of Settlement does not relieve Cablevision, its parents, affiliates, subsidiaries and successors, from any liability for violations of any Board Orders or other dockets not specifically enumerated herein that occur after June 30, 2007. This Offer of Settlement does not include, and does not have an impact upon, any party's allegations or claims, as they apply to the alleged violation of New Jersey's Underground Facility Protection Act, N.J.S.A. 48:2-73 et seq. referenced in Case # OC 20-07 dated July 2, 2007. To the extent that said filing may involve a potential for liability on the part of Cablevision, its affiliates, subsidiaries or successors, it will remain subject to enforcement or other Board appropriate action.

This Offer of Settlement also does not include, and does not have any impact upon any party's allegations or claims, as they apply to the Petition for Declaratory Ruling filed by Cablevision and docketed under CSR 6279-R, pending before the Federal Communications Commission. To the extent that said filing may involve a potential for liability on the part of Cablevision, its

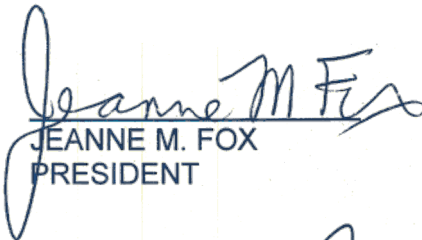
affiliates, subsidiaries or successors, it will remain subject to enforcement or other Board appropriate action.

Finally, this Offer of Settlement also does not include, and does not relieve Cablevision, its parents, affiliates, subsidiaries and successors, from any liability for allegations or claims, relating to any pending or future investigation, suit or proceeding brought against Cablevision its parents, affiliates, subsidiaries and successors by the State of New Jersey or any agency thereof other than any investigation, suit or proceeding that could have been brought by the Board prior to June 30, 2007.

DATED:

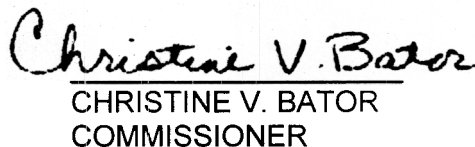
9/13/07

BOARD OF PUBLIC UTILITIES
BY:


JEANNE M. FOX
PRESIDENT


FREDERICK F. BUTLER
COMMISSIONER

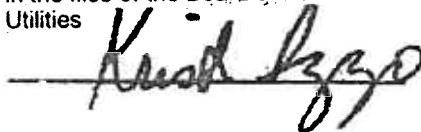

JOSEPH L. FIORDALISO
COMMISSIONER


CHRISTINE V. BATOR
COMMISSIONER

ATTEST:


KRISTI IZZO
SECRETARY

I HEREBY CERTIFY that the within
document is a true copy of the original
in the files of the Board of Public
Utilities



**IN THE MATTER OF THE ALLEGED FAILURE OF CSC TKR, INC. TO COMPLY WITH
PROVISIONS OF THE NEW JERSEY CABLE TELEVISION ACT, N.J.S.A. 48:5A-1 et seq.,
AND THE NEW JERSEY ADMINISTRATIVE CODE, N.J.A.C. 14:18-1.1 et seq.**

OFFER OF SETTLEMENT

DOCKET NO. CO07080635

Celeste M. Fasone, Director
Office of Cable Television
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102

William H. Furlong, Chief
Bureau of Inspection & Enforcement
Office of Cable Television
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102

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Schenck, Price, Smith & King
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Bureau of Inspection & Enforcement
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Newark, New Jersey 07102

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Vice President, Communications,
Government & Public Affairs
Cablevision
683 Route 10 East
Randolph, New Jersey 07869

Aug-29-07 04:54pm From-

Aug-29-2007 04:44pm From-SCHENCK PRICE SMITH & KING

873-540-7300

T-784 P.02/06 F-186

T-700 P.002/002 F-016

SCHENCK, PRICE, SMITH & KING, LLP
ATTORNEYS AT LAW

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SIDNEY A. SAYOVITZ
ADMITTED IN NJ AND DC
DIRECT LINE: (973) 540-7356
EMAIL: SAS@SPSK.COM

August 30, 2007

C007080635

VIA HAND DELIVERY

Celeste M. Fasone, Director
Office of Cable Television
Board of Public Utilities
Two Gateway Center
Newark, New Jersey 07102

RECEIVED
MAIL ROOM
07 AUG 30 AM 11:19
BOARD OF PUBLIC UTILITIES
NEWARK, N.J.

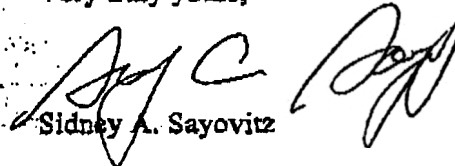
RE: Offer of Settlement
In the Matter of the Alleged Failure of CSC TKR, Inc.
To Comply with Provisions of the New Jersey
Cable Television Act, N.J.S.A. 48:5A-1 et seq. and the
New Jersey Administrative Code, N.J.A.C. 14:18-1.1 et seq.

Dear Ms. Fasone:

Pursuant to our telephone conversation, enclosed please find the Offer of Settlement that I have executed on behalf of CSC TKR, Inc. I anticipate that the Board will be approving the terms as set forth in the attached Offer of Settlement at its meeting of September 12, 2007. Furthermore, it is my understanding that on September 12, 2007, the Board will be considering the Cablevision pending petitions in Docket Nos. TM 07060394 and CM 07060389.

Thank you for your assistance in these matters.

Very truly yours,


Sidney A. Sayovitz

SAS:jmh
Enc.

Cc: Caroline Vachier (w/Enc.)
Arlene Pasko (w/Enc.)
Adam Falk (w/Enc.)
Amy Groveman, Esq. (w/Enc.)
Paul Fader (w/Enc.)

Aug-29-07 04:54pm From-

Aug-29-2007 04:17pm From-SCHENCK PRICE SMITH & KING

873-540-7300

T-784 P.03/08 F-186

RECEIVED
MAIL ROOM
T-800 P.03/08

07 AUG 30 AM 11:19
BOARD OF PUBLIC UTILITIES
NEWARK, N.J.

**IN THE MATTER OF THE ALLEGED
FAILURE OF CSC TKR, INC. TO
COMPLY WITH PROVISIONS OF THE
NEW JERSEY CABLE TELEVISION
ACT, N.J.S.A. 48:5A-1 et seq., AND THE
NEW JERSEY ADMINISTRATIVE CODE,
N.J.A.C. 14:18-1.1 et seq.**

OFFER OF SETTLEMENT

Docket No.

WHEREAS, CSC TKR, Inc., itself and through its subsidiaries, (referred to collectively as "Cablevision"), operates certain cable television systems (the "Cable Systems") as that term is defined in N.J.S.A. 48:5A-3(d), in the State of New Jersey, pursuant to applicable State and Federal law, and such cable systems provide cable television services to almost 1,000,000 subscribers in the State of New Jersey; and

WHEREAS, New Jersey cable television companies are subject to the jurisdiction of the Board of Public Utilities (the "Board"), Office of Cable Television (the "Office" or "OCTV"), pursuant to the provisions of the New Jersey Cable Act, N.J.S.A. 48:5A-1 et seq. (the "Act") and the New Jersey Administrative Code, N.J.A.C. 14:18-1.1 et seq. (the "Regulations"); and

WHEREAS, New Jersey cable television companies are required to comply with the Act, the Regulations and duly promulgated orders and directives of the Board and Director of the Office ("Board Orders"); and

WHEREAS, the OCTV has conducted investigations with regard to Cablevision and has alleged that Cablevision failed to comply with certain provisions of the Act, Regulations and Board Orders from the time period running from January 1, 2004 through June 30, 2007; and

WHEREAS, Cablevision has contested allegations regarding the company's compliance with the Act, the Regulations and Board Orders from the time period running from January 1, 2004 through June 30, 2007; and

WHEREAS, Board Staff and Cablevision have agreed that the violations set forth on Schedules 1, 2, and 3 constitute all violations alleged to have occurred from January 1, 2004 through June 30, 2007; and

WHEREAS, Cablevision, without acknowledging any violation, desires to resolve amicably all outstanding issues regarding compliance with the Act, Regulations, and Board Orders, without incurring the additional delay and expense that would be associated with a formal proceeding before the Board; and

WHEREAS, Cablevision has proposed to the Board an Offer of Settlement in full settlement of all violations alleged to have occurred from January 1, 2004 through June 30, 2007, as more fully described on Schedules 1, 2 and 3, incorporated herein by reference; and

WHEREAS, Board Staff has agreed with the terms of this Offer of Settlement;

NOW, THEREFORE, Cablevision hereby submits to the Board this Offer of Settlement as follows:

1. Cablevision shall cause to be paid to the State of New Jersey, as provided by the Board's Order accepting this Offer of Settlement, Two Hundred Sixty-Two Thousand and 00/100 (\$262,000.00) on or before a date that is thirty (30) days after the date on which a final Order accepting this Offer of Settlement is issued by the Board.
2. Except as set forth below, in consideration of the foregoing, the Board shall forever release, waive and forgo any and all claims, demands, suits, allegations, complaints, defenses, penalties or offsets, known or unknown, asserted or unasserted, actual or potential, that the Board ever had, now has or hereafter can, shall or may have that relate in any way to the operation of the Cable Systems by Cablevision for the period up to and including June 30, 2007.
3. This Offer of Settlement does not include, and does not have an impact upon, any party's allegations or claims, as they apply to the alleged violation of New Jersey's Underground Facility Protection Act, N.J.S.A. 48:2-73 et seq. referenced in Case # OC 20-07, dated July 2, 2007. To the extent that said filing may involve a potential for liability on the part of Cablevision, its affiliates, subsidiaries or successors, it will remain subject to enforcement or other Board appropriate action.
4. This Offer of Settlement does not include, and does not have an impact upon, any party's allegations or claims, as they apply to the Petition for Declaratory Ruling filed by Cablevision and docketed under CSR 6279-R, pending before the Federal Communications Commission ("FCC"). To the extent that said filing may involve a potential for liability on the part of Cablevision, its affiliates, subsidiaries or successors, it will remain subject to enforcement or other Board appropriate action.
5. Notwithstanding this Offer of Settlement, the Board reserves its rights to assert jurisdiction in the Petitions for Declaratory Ruling filed by Cablevision and docketed under CM07060389 and TM07060394.

Aug-29-07 04:55pm From-

Aug-29-2007 04:17pm From-SCHENCK PRICE SMITH & KING

873-540-7300

T-784 P.05/08 F-108

T-888 P.005/008 F-014

6. Any violation(s) of the Act, the Regulations or Board Orders by Cablevision, its affiliates, subsidiaries, or successors that may now or in the future operate the cable television systems that are the subject of this Offer of Settlement, shall be deemed to be a second or subsequent violation, as appropriate, pursuant to the provisions of N.J.S.A. 48:5A-51(b) for the purpose of determining the amount of any applicable penalty.
7. Recognizing but notwithstanding the provisions of the foregoing paragraph, Cablevision agrees to take the following actions to the extent required by valid and applicable law: It will use its best efforts going forward to:
 - (a) it will provide customers with adequate information and assure they are served under the most advantageous schedule by providing subscribers information concerning equipment, as required by N.J.A.C. 14:18-3.3.
 - (b) it will provide to prospective and/or existing subscribers notice of availability of senior citizen discount rates, as required by N.J.A.C. 14:18-3.18(b)(3); N.J.A.C. 14:18-3.4(d); and N.J.A.C. 14:18-3.20.
 - (c) it will comply with all terms and conditions of valid Orders issued by the Board and the Director of the OCTV, as required by N.J.S.A. 48:5A-9 and N.J.A.C. 14:17-11.1.
 - (d) it will provide prospective and/or existing subscribers with correct information about local toll-free numbers; a specific date by which payment is due; notice of disconnection; and determining the correct due date for payment, as required by N.J.A.C. 14:18-3.7(a)(1); N.J.A.C. 14:18-3.7(a)(6); N.J.A.C. 14:18-3.9(b); and N.J.A.C. 14:18-3.9(a).
 - (e) it will provide interest on uncorrected billing errors as required by N.J.A.C. 14:18-3.19(a).
 - (f) it will issue refund checks promptly, as required by N.J.A.C. 14:18-3.25.
 - (g) it will provide prospective and/or existing subscribers with correct information concerning the availability of outage credits, as outlined in N.J.A.C. 14:18-3.5 and required by N.J.A.C. 14:18-3.18(b)(1).

Aug-29-07 04:56pm From-

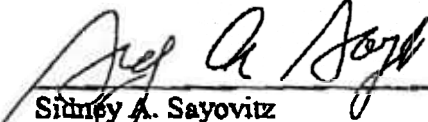
Aug-29-2007 04:17pm From-SCHENCK PRICE SMITH & KING

T-784 P.06/06 F-186

873-540-7300

T-688 P.006/008 F-014

- (h) it will provide OCTV with channel allocation information on forms prescribed by the Director, as required by N.J.A.C. 14:18-3.17(a).
 - (i) it will comply with FCC customer service standards as required by 47 C.F.R. §76.309(c) and N.J.A.C. 14:18-7.8(a)(2).
 - (j) it will file telephone system performance reports in a timely manner, as required by N.J.A.C. 14:18.7.7(c).
 - (k) it shall submit complaint reports, as required by N.J.A.C. 14:18-6.7.
 - (l) it shall seek approvals from the Board, as required by N.J.S.A. 48:5A-42.
8. The execution of this Offer of Settlement shall neither be deemed an admission by Cablevision of any violation of the Act, the Regulations or any Board Orders, nor a determination by the Board or OCTV that such violation has occurred.



Sidney A. Sayovitz
Attorney for CSC TKR, Inc.

Dated: August 29, 2007

SCHEDULE 2

Number	Issue	Description	Year	Days Delinquent	Regulation or Statute
1		Channel Allocation (Add, Delete or Reassignment of Channels)			NJAC 14:18-3.17(a)
	a	Cablevision Monmouth requires digital box to receive WYNN, and failed to provide 30 days notice to subscribers	2007	Sub. Rec'd 5/26/07 w/Effective Date 5/20/07	
2		Consumer Reports & Customer Service Standards			
	a	Cablevision failed to comply with FCC customer service standards for the 1st quarter 2007 by exceeding a 30 second hold time. (14 systems)	2007	31 seconds reported (1 seconds above standard)	47 C.F.R. § 78.336(c); NJAC 14:18-7.3(a)(2)
3		Board Orders			
	a	Cablevision failed to file a Notice of Intention with the DCTV, no later than November 15th of an election to continue operating under a waiver provision allowing bi-monthly notice of rates and charges instead of a monthly billing identification and rate of each component for all service packages. (all systems)	2007	Notice for 2007 calendar year due 11/15/06; notice rec'd 12/21/06 (36 days delinquent)	NJAC 14:17-11.1 (regulation only)
4		Cablevision failed to comply with the conditions of its Offer of Settlement in Docket No. C003090707 by failing to provide: 1) verified proof to the DCTV that notice of complaint officer was provided for various municipalities in its systems; and 2) true copies of annual and quarterly notices and verified proof of mailing to subscribers within thirty days of the completion of each notice			C003090707; NJAC 14:17-11.1
	a	4th Quarter 2006 Notices (Cablevision failed to provide a true copy of the subscriber notice sent and verified proof that its 4th quarter notices were sent to all subscribers in 1 system - Rockland/Ramapo)	2007	True Copy of Notice and Verified Proof of Mailing for 1 system Due 1/10/07. No Reply as of 7/5/07 (179 days delinquent)	reaffirmed in Board Order CX05040335 (annual/quarterly notices)
	b	2006 Annual Notices (14 systems - all) (Cablevision failed to provide a true copy of the subscriber notice sent and verified proof that its 2006 annual notices were sent to all subscribers)	2007	True Copy of Notice and Verified Proof of Mailing Due 1/30/07. No Reply as of 7/5/07 (156 days delinquent)	reaffirmed in Board Order CX05040335 (annual/quarterly notices)
	c	1st Quarter 2007 Notices (Cablevision failed to provide a true copy of the subscriber notice sent and verified proof that its 1st quarter notices were sent to all subscribers in 1 system - Rockland/Ramapo)	2007	True Copy of Notice and Verified Proof of Mailing for 1 system Due 4/10/07. No Reply as of 7/5/07 (86 days delinquent)	reaffirmed in Board Order CX05040335 (annual/quarterly notices)
5		Board Approval			
	a	Obtain Prior Board Approval to issue any stocks, bonds, notes or other evidence of indebtedness payable more than 12 months after the date of dates thereof, or extend or renew any bond, note or other evidence of indebtedness so that any extension or renewal thereof shall be payable later than 12 months after the date of the original instrument	2007	Cablevision entered into certain credit facilities with a group of banks	48 SA-42
NOTE: It should be noted that case file reported between February and March 2006, although it was not discovered until 2007.					

SCHEDULE 1
(Five Pages)

Number	Issue	Description	Year	Days Delinquent	Regulation or Statute
1		Disconnection Issues (1)			
		Cablevision of Raritan Valley failed to provide customers adequate information to obtain the most economical service by failing to notify them that a converter was no longer needed to receive the YES channel upon its relocation to the expanded basic service tier.	2004		47 C.F.R. § 76.980(f); NJAC 14:18-3.3
	a	Cablevision of Morris failed to provide a local/toll free company number on its November 2003 through February 2004 billing statements. (only 2004 period chargeable)	2004		NJAC 14:18-3.7(a)1
	b	Cablevision of Monmouth failed to show the date by which payment is due on all bills.	2004	States Due "On Receipt"	NJAC 14:18-3.7(a)8
	c	Cablevision of Raritan Valley failed to provide a customer 15 days written notice prior to the disconnection of cable service.	2004	Date of Disconnection Notice 2/13/04, Date of Disconnection 2/23/04	NJAC 14:18-3.9(b)
	d	Cablevision failed to provide credit with simple interest to customers with overpayments due to a billing error that had not been corrected or refunded after two billing cycles after being notified by the customers for 8 customers in its Monmouth, Newark, and Oakland systems.	2004 & 2005	Various	NJAC 14:18-3.19(a)
	e	Cablevision failed to issue refund checks promptly following service disconnection for 49 customers in its Hamilton, Hudson, Monmouth, Morris, Newark, New Jersey, Oakland and Raritan Valley systems.	2004, 2005 & 2006	Various	NJAC 14:18-3.25
	f	Cablevision of Monmouth fails to provide customers in its billing cycle of the 22 nd to the 21 st of the month 15 days from the start of the billing period to pay their bills.	2005 & 2006		NJAC 14:18-3.9(a); NJAC 14:18-3.9
	g	Cablevision of Monmouth has inappropriately assessed a 6% Sales tax on an electronic Change of Service Fee.	2005		
	h	Cablevision Raritan Valley misinformed customers of the period of service interruption that would qualify for an outage credit on the back of its work orders.	2005		NJAC 14:18-3.5; NJAC 14:18-3.18(b)1
	i	Cablevision of New Jersey (Bergen) failed to provide a local/toll free company number on its June 2005 through December 2005 billing statements and on its January 2006 billing statement.	2005 & 2006		NJAC 14:18-3.7(a)1
	j				
2		Channel Allocation (Add, Delete or Reassignment of Channels)			NJAC 14:18-3.17(a)
		All Cablevision systems added High Definition feeds for its MSG, FSNY, HBO and Showtime channels without filing a channel allocation form as prescribed by the Director.	2004	Rec'd 2/17/04 w/Effective Date 3/17/04	
	a	All Cablevision systems added the Sundance channel as a a-la-carte premium channel on less than 30 days notice and without filing a channel allocation form as prescribed by the Director.	2004	Rec'd 2/19/04 w/Effective Date 2/20/04	
	b	Cablevision of Warwick deleted the HBO Signature channel on less than 30 days notice and without filing a channel allocation form as prescribed by the Director.	2004	Rec'd 4/26/04 w/Effective Date 5/25/04	
	c	All Cablevision systems deleted Metro TV and Metro Stories Channels on less than 30 days notice and without filing a channel allocation form as prescribed by the Director.	2005	Rec'd 6/13/05 w/Effective Date 6/23/05	
	d				
3		Telephone Service & Customer Service Standards			

Cablevision Enforcement Cases

Number	Issue	Description	Year	Days Delinquent	Regulation or Statute
	a	Cablevision failed to comply with FCC customer service standards for the 1st quarter 2004 by exceeding a 30 second hold time. (14 systems)	2004	58 seconds reported (28 seconds above standard)	47 C.F.R. § 76.306(c); NJAC 14:18-7.1(a)(2)
	b	Cablevision failed to file 3rd Quarter 2004 Periodic Telephone System Performance Report within the timeframe. (14 late = 1 report filed for 14 systems)	2004	3rd Qtr 04 Due 10/12/04 (10/10/04 Saturday); Rec'd 10/18/04 (8 days delinquent)	NJAC 14:18-7.1(c)
	c	Cablevision failed to comply with FCC customer service standards for the 3rd quarter 2005 by exceeding a 30 second hold time. (14 systems)	2005	35 seconds reported (5 seconds above standard)	47 C.F.R. § 76.306(c); NJAC 14:18-7.1(a)(2)
4		Board Orders			
		Cablevision failed to file a Notice of Intention with the OCTV, no later than November 15, 2004 as required by Board Order in Docket No. CO03100796 of an election to continue operating under a waiver provision allowing bi-monthly notice of rates and charges instead of a monthly billing identification and rate of each component for all service packages under 14:18-3.7. (all systems)	2004	Notice for 2005 calendar year due 11/15/04; only notice rec'd 10/25/05 for 2005 calendar year (2005 notice 344 days delinquent)	CO03100796; NJAC 14:17-11.1
	b	Cablevision failed to comply with the conditions of its last Offer of Settlement in Docket No. CO05040335 by failing to provide verified proof to the OCTV, no later than June 20, 2005 that appropriate corrective action was implemented as of the date of its Offer of Settlement for all items specified (no verified proof for 5 items-3c through g) (all systems)	2005	Due 6/20/05; Reply rec'd 7/18/05 but it was not verified proof/certification that corrective action implemented, therefore, no reply as of 7/5/07 (745 days delinquent)	CO05040335; NJAC 14:17-11.1
5		Cablevision failed to comply with the conditions of its Offer of Settlement in Docket No. CO03060707 by failing to provide: 1) verified proof to the OCTV that notices of complaint officer were provided for various municipalities in its systems; and 2) true copies of annual and quarterly notices and verified proof of mailing to subscribers within thirty days of the completion of such notices.			CO03060707; NJAC 14:17-11.1
	a	4th Quarter 2003 Complaint Officer (8 systems - Monmouth, Morris, Newark, New Jersey, Oakland and Raritan Valley)	2004	Due 1/15/04, Verified Proof Via Sample Bill Rec'd 10/11/05 (835 days delinquent)	
	b	1st Quarter 2004 Complaint Officer (5 systems - Monmouth, Morris, Newark, New Jersey, Oakland and Raritan Valley)	2004	Due 4/30/04, Verified Proof Via Sample Bill Rec'd 10/11/05 (529 days delinquent)	
	c	2nd Quarter 2004 Complaint Officer (7 systems - Monmouth, Morris, Newark, New Jersey, Oakland, Raritan Valley and Rockland Ramapo)	2004	Due 7/30/04, Verified Proof Via Sample Bill Rec'd 10/11/05 (438 days delinquent)	
	d	3rd Quarter 2004 Complaint Officer (7 systems - Monmouth, Morris, Newark, New Jersey, Oakland, Raritan Valley and Rockland Ramapo)	2004	Due 10/30/04, Verified Proof Via Sample Bill Rec'd 10/11/05 (345 days delinquent)	
	e	2004 Annual Notices (14 systems - all) (Cablevision failed to provide a true copy of the subscriber notice sent and was delinquent in providing the verified proof that its 2004 annual notices were sent to all subscribers)	2004	Verified Proof of Mailing Due 10/24/04, Rec'd 12/17/04 (54 days delinquent); True Copy of Notice Due 10/24/04, No Reply as of 7/5/07 (984 days delinquent)	
	f	4th Quarter 2004 Complaint Officer (5 systems - Monmouth, Morris, Newark, New Jersey, Oakland and Raritan Valley)	2005	Due 1/30/05, Verified Proof Via Sample Bill Rec'd 10/11/05 (254 days delinquent)	

Number	Issue	Description	Year	Days Delinquent	Regulation or Statute
	g	1st Quarter 2005 Complaint Officer (8 systems - Monmouth, Morris, Newark, New Jersey, Oakland and Raritan Valley)	2005	Due 4/30/05, Verified Proof Via Sample Bill Rec'd 10/11/05 (184 days delinquent)	
	h	2nd Quarter 2005 Notices (Cablevision failed to provide in a timely manner a true copy of the subscriber notice sent and verified proof that its 2nd quarter notices were sent to all subscribers in 13 systems - all except Rockland/Ramapo) (Cablevision failed to provide verified proof to the OCTV that notice of Complaint Officer was provided for various municipalities in 6 systems - Monmouth, Morris, Newark, New Jersey, Oakland and Raritan Valley) (Cablevision failed to provide verified proof that its 2nd quarter notices were sent to all subscribers in 1 system - Rockland/Ramapo)	2005	True Copy of Notice and Verified Proof of Mailing for 13 systems Due 7/10/05, Rec'd 7/11/05 (1 day delinquent); "Complaint Officer" Notices Due 7/10/05, Verified Proof Via Sample Bill Rec'd 10/11/05 (93 days delinquent); Rockland/Ramapo Verified Proof of Mailing Due 7/10/05, No Reply as of 7/5/07 (725 days delinquent)	reaffirmed in Board Order CX05040335 (annual/quarterly notices)
	i	3rd Quarter 2005 Notices (Cablevision failed to provide in a timely manner a true copy of the subscriber notice sent and verified proof that its 3rd quarter notices were sent to all subscribers in 13 systems - all except Rockland/Ramapo) (Cablevision failed to provide verified proof that its 3rd quarter notices were sent to all subscribers in 1 system - Rockland/Ramapo)	2005	True Copy of Notice and Verified Proof of Mailing for 13 systems Due 10/10/05, Rec'd 10/11/05 (1 day delinquent); Rockland/Ramapo Verified Proof of Mailing Due 10/10/05, No Reply as of 7/5/07 (833 days delinquent)	reaffirmed in Board Order CX05040335 (annual/quarterly notices)
	j	2005 Annual Notices (14 systems - all) (Cablevision failed to provide a true copy of the subscriber notice sent and timely verified proof that its 2005 annual notices were sent to all subscribers)	2006	True Copy of Notice and Verified Proof of Mailing Due 2/10/06, Verified Proof of Mailing Received 4/7/06 (56 days delinquent); True Copies of Notices No Reply as of 7/5/07 (510 days delinquent)	reaffirmed in Board Order CX05040335 (annual/quarterly notices)
	k	1st Quarter 2006 Notices (Cablevision failed to provide a true copy of the subscriber notice sent and verified proof that its 1st quarter notices were sent to all subscribers in 1 system - Rockland/Ramapo)	2006	True Copy of Notice and Verified Proof of Mailing for 1 system Due 4/10/06, No Reply as of 7/5/07 (451 days delinquent)	reaffirmed in Board Order CX05040335 (annual/quarterly notices)
	l	2nd Quarter 2006 Notices (Cablevision failed to provide a true copy of the subscriber notice sent and verified proof that its 2nd quarter notices were sent to all subscribers in 1 system - Rockland/Ramapo)	2006	True Copy of Notice and Verified Proof of Mailing for 1 systems Due 7/10/06, No Reply as of 7/5/07 (360 days delinquent)	reaffirmed in Board Order CX05040335 (annual/quarterly notices)
	m	3rd Quarter 2006 Notices (Cablevision failed to provide a true copy of the subscriber notice sent and verified proof that its 3rd quarter notices were sent to all subscribers in 1 system - Rockland/Ramapo)	2006	True Copy of Notice and Verified Proof of Mailing for 1 system Due 10/10/06, No Reply as of 7/5/07 (268 days delinquent)	reaffirmed in Board Order CX05040335 (annual/quarterly notices)
6		22 CCA Board Orders "Designated Complaint Officer"		Various Docket Nos.	
	a	Cablevision of Morris failed to notify subscribers in Hanover Township of a local complaint officer as required by its Certificate of Approval dated 2/1/05.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE01080479; NJAC 14:17-11.1
	b	Cablevision of Morris failed to notify subscribers in Mine Hill Township of a local complaint officer as required by its Certificate of Approval dated 3/3/04.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE02050297; NJAC 14:17-11.1

Cablevision Enforcement Cases

Number	Issue	Description	Year	Days Delinquent	Regulation or Statute
	c	Cablevision of Raritan Valley failed to notify subscribers in Watchung Borough of a local complaint officer as required by its Certificate of Approval dated 11/13/00.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE97020076; NJAC 14:17-11.1
	d	Cablevision of Raritan Valley failed to notify subscribers in Warren Township of a local complaint officer as required by its Certificate of Approval dated 1/27/04.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE92111051; NJAC 14:17-11.1
	e	Cablevision of Raritan Valley failed to notify subscribers in Sayreville Borough of a local complaint officer as required by its Certificate of Approval dated 11/6/96.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE94040111; NJAC 14:17-11.1
	f	Cablevision of Raritan Valley failed to notify subscribers in Keyport Borough of a local complaint officer as required by its Certificate of Approval dated 6/15/01.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE00100757; NJAC 14:17-11.1
	g	Cablevision of Raritan Valley failed to notify subscribers in Green Brook Township of a local complaint officer as required by its Certificate of Approval dated 4/11/03.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE03010069; NJAC 14:17-11.1
	h	Cablevision of Raritan Valley failed to notify subscribers in Bridgewater Township of a local complaint officer as required by its Certificate of Approval dated 4/24/01.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE94000395; NJAC 14:17-11.1
	i	Cablevision of Oakland failed to notify subscribers in Waldwick Borough of a local complaint officer as required by its Certificate of Approval dated 8/10/02.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE02030181; NJAC 14:17-11.1
	j	Cablevision of Oakland failed to notify subscribers in Teaneck Township of a local complaint officer as required by its Certificate of Approval dated 6/7/00.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE99000706; NJAC 14:17-11.1
	k	Cablevision of Oakland failed to notify subscribers in Ridgewood Village of a local complaint officer as required by its Certificate of Approval dated 5/16/02.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE02040217; NJAC 14:17-11.1
	l	Cablevision of Oakland failed to notify subscribers in Park Ridge Borough of a local complaint officer as required by its Certificate of Approval dated 7/5/03.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE03040280; NJAC 14:17-11.1
	m	Cablevision of Newark failed to notify subscribers in City of Newark of a local complaint officer as required by its Certificate of Approval dated 8/29/00.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE98000351; NJAC 14:17-11.1
	n	Cablevision of New Jersey failed to notify subscribers in Paramus Borough of a local complaint officer as required by its Certificate of Approval dated 4/5/05.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE05010102; NJAC 14:17-11.1

July 5, 2007

Cablevision Enforcement Cases

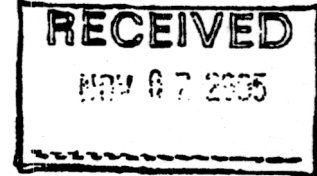
Number	Issue	Description	Year	Days Delinquent	Regulation or Statute
	o	Cablevision of New Jersey failed to notify subscribers in Norwood Borough of a local complaint officer as required by its Certificate of Approval dated 12/11/01.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE00120933; NJAC 14:17-11.1
	p	Cablevision of New Jersey failed to notify subscribers in Hillsdale Borough of a local complaint officer as required by its Certificate of Approval dated 11/1/99.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE99020099; NJAC 14:17-11.1
	q	Cablevision of New Jersey failed to notify subscribers in Fairtown Borough of a local complaint officer as required by its Certificate of Approval dated 10/21/98.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE95120664; NJAC 14:17-11.1
	r	Cablevision of Morris failed to notify subscribers in Netcong Borough of a local complaint officer as required by its Certificate of Approval dated 9/5/02.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE02050288; NJAC 14:17-11.1
	s	Cablevision of Morris failed to notify subscribers in Mountain Lakes Borough of a local complaint officer as required by its Certificate of Approval dated 12/10/03.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE02060318; NJAC 14:17-11.1
	t	Cablevision of Monmouth failed to notify subscribers in Neptune Township of a local complaint officer as required by its Certificate of Approval dated 8/3/94.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE93110519; NJAC 14:17-11.1
	u	Cablevision of Monmouth failed to notify subscribers in Millstone Township of a local complaint officer as required by its Certificate of Approval dated 5/6/02.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE01060403; NJAC 14:17-11.1
	v	Cablevision of New Jersey failed to notify subscribers in Woodcliff Lake Borough of a local complaint officer as required by its Certificate of Approval dated 12/22/04.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE04101122; NJAC 14:17-11.1
	w	Cablevision of Oakland failed to notify subscribers in Lincoln Park Borough of a local complaint officer as required by its Certificate of Approval dated 7/23/04.	2005	Notice & Opportunity to Cure w/Enforcement from 5/1/05; Verified Proof Rec'd 10/11/05 (164 days delinquent)	CE01030164; NJAC 14:17-11.1

SCHEDULE 2

Number	Issue	Description	Year	Days Delinquent	Regulation or Statute
1		Telephone Reports & Customer Service Standards			NJAC 14:18-3.17(a)
	a	Cablevision Monmouth requires digital box to receive WYNE and failed to provide 30 days notice to subscribers	2007	Sub. Rec'd 5/26/07 w/Effective Date 6/20/07	
2		Telephone Reports & Customer Service Standards			
	a	Cablevision failed to comply with FCC customer service standards for the 1st quarter 2007 by exceeding a 30 second hold time, (14 systems)	2007	31 seconds reported (1 seconds above standard)	47 C.F.R. § 78.309(c); NJAC 14:18-7.8(a)2
3		Notice of Intent to Operate			
	a	Cablevision failed to file a Notice of Intent with the OCTV, no later than November 15th of an election to continue operating under a waiver provision allowing bi-monthly notice of rates and charges instead of a monthly billing identification and rate of each component for all service packages. (all systems)	2007	Notice for 2007 calendar year due 11/15/06; notice rec'd 12/21/06 (36 days delinquent)	NJAC 14:17-11.1 (registration only)
4		Board Approval			
		Cablevision failed to comply with the conditions of its Offer of Settlement in Decree No. CO03060707 by failing to provide: 1) verified proof to the OCTV that notice of complaint officer was provided for various municipalities in its systems; and 2) true copies of annual and quarterly notices and verified proof of mailing to subscribers within thirty days of the completion of such notices			CO03060707; NJAC 14:17-11.1
	a	4th Quarter 2006 Notices (Cablevision failed to provide a true copy of the subscriber notice sent and verified proof that its 4th quarter notices were sent to all subscribers in 1 system - Rockland/Ramapo)	2007	True Copy of Notice and Verified Proof of Mailing for 1 system Due 1/10/07, No Reply as of 7/5/07 (178 days delinquent)	reaffirmed in Board (annual/quarterly notices)
	b	2006 Annual Notices (14 systems - all) (Cablevision failed to provide a true copy of the subscriber notice sent and verified proof that its 2006 annual notices were sent to all subscribers)	2007	True Copy of Notice and Verified Proof of Mailing Due 1/30/07, No Reply as of 7/5/07 (156 days delinquent)	reaffirmed in Board Order CX05040335 (annual/quarterly notices)
	c	1st Quarter 2007 Notices (Cablevision failed to provide a true copy of the subscriber notice sent and verified proof that its 1st quarter notices were sent to all subscribers in 1 system - Rockland/Ramapo)	2007	True Copy of Notice and Verified Proof of Mailing for 1 system Due 4/10/07, No Reply as of 7/5/07 (86 days delinquent)	Order CX05040335 (annual/quarterly notices)
		Board Approval			
	a	Obtain Prior Board Approval to issue any stocks, bonds, notes or other evidence of indebtedness payable more than 12 months after the date of issue thereof, or extend or renew any bond, note or other evidence of indebtedness so that any extension or renewal thereof shall be payable later than 12 months after the date of the original instrument	2007	Cablevision entered into certain credit facilities with a group of banks	49:5A-42
NOTE: It should be noted that case 5d occurred between February and March 2006, although it was not discovered until 2007.					



STATE OF NEW JERSEY
Board of Public Utilities
 Two Gateway Center
 Newark, NJ 07102
www.bpu.state.nj.us



OFFICE OF CABLE
TELEVISION

IN THE MATTER OF THE ALLEGED FAILURE OF)
 CSC HOLDINGS, INC. AND CERTAIN SUBSIDIARIES)
 (CABLEVISION) TO COMPLY WITH PROVISIONS OF)
 THE NEW JERSEY CABLE TELEVISION ACT, N.J.S.A.)
 48:5A-1 et seq. and THE NEW JERSEY)
 ADMINISTRATIVE CODE, N.J.A.C. 14:18-1.1 et seq.)

ORDER OF
INVESTIGATION

DOCKET NO. CX05040335

SERVICE LIST ATTACHED

BY THE BOARD:

The New Jersey Board of Public Utilities ("Board") an agency within the Executive Branch of the State Government, with principal offices at Two Gateway Center, Newark, Essex County, New Jersey, alleges the following:

1. The Board, pursuant to N.J.S.A. 48:1-1 et seq. and the Cable Television Act, N.J.S.A. 48:5A-1 et seq., has been granted general supervision and regulation of and jurisdiction and control over all cable television systems which operate within the State of New Jersey, subject only to the limitations of Federal law.
2. The Board has the duty and authority to investigate complaints of alleged violations of the Cable Television Act, associated regulations, and municipal consents and has the power to subpoena witnesses and compel their attendance, administer oaths and require the production for examination of any books or papers relating to any matter under investigation pursuant to N.J.S.A. 48:5A-9.
3. The Office of Cable Television is a separate office within the Board, established by the Cable Television Act and authorized to supervise and regulate cable television companies to the extent necessary to carry out the purposes of the Act.
4. CSC Holdings, Inc., is a cable television system operator, as defined by State and federal law, operating in the State of New Jersey, with its principal office at 1111 Stewart Avenue, Bethpage, New York, and with control and authority over the various cable systems operating within the State under the "Cablevision" name.

5. Cablevision operates a number of systems under the following designations: Cablevision of New Jersey, Inc. – Bayonne; CSC TKR, Inc., d/b/a Cablevision of Elizabeth; CSC TKR, Inc., d/b/a Cablevision of Hamilton; Cablevision of Hudson County, Inc.; Cablevision of Monmouth, Inc.; CSC TKR, Inc., d/b/a Cablevision of Morris; Cablevision of New Jersey, Inc. and CSC Gateway Corp, controlling Cablevision of Newark; Cablevision of New Jersey, Inc. – Bergen; Cablevision of Oakland, LLC; Cablevision of Paterson, LLC; Cablevision of Rockland/Ramapo, LLC; CSC TKR, Inc., d/b/a Cablevision of Raritan Valley; Cablevision of Rockland and Cablevision of Warwick, LLC, all of which are wholly-owned subsidiaries of CSC Holdings, Inc. and all of which are subject to the Board's jurisdiction and are referred to collectively as Cablevision.
6. James L. Dolan, Chief Executive Officer, President and Director; Michael P. Huseby, Executive Vice President and Chief Financial Officer; William Keith Harper, Senior Vice President and Controller; Charles F. Dolan, Chairman of the Board of Directors; Thomas C. Dolan, Director; Rand Araskog, Director; Frank Biondi, Director; Patrick F. Dolan, Director; Charles D. Ferris, Director; Richard H. Hochman, Director; John Malone, Director; Victor Oristano, Director; Thomas V. Reifenheiser, Director; John R. Ryan, Director; Brian Sweeney, Director; Vincent Tese, Director and Leonard Tow, Director, who are and/or were at all relevant times officers and or directors of CSC Holdings, Inc., and in their capacity as corporate officers and/or directors participated directly or indirectly in the acts alleged herein.
7. The Office of Cable Television has become aware, through investigation and complaint, of allegations concerning the failure of Cablevision to correctly communicate with its customers about the availability of discounted rates for elderly or disabled persons, commonly referred to as "senior discounts."
8. The Office of Cable Television has become aware, through investigation and complaint, of allegations concerning the failure of Cablevision to provide full and complete documentation and disclosure of the complaints received by the company for the fourth quarter of 2004.
9. Despite many informal attempts by the Office of Cable Television to obtain information to address the foregoing, Cablevision has not provided responsive information.

COUNT I

10. The Board incorporates by reference each and every allegation contained in the foregoing paragraphs.
11. Pursuant to N.J.A.C. 14:8-3.18(a)(4), N.J.A.C. 14:18-3.4(d) and N.J.A.C. 14:18-3.20, cable television operators must annually advise customers of the availability of senior discount rates if in effect, must advise customers of the most advantageous rate to which they are eligible to receive and must provide notice of senior discounts if in effect.
12. Pursuant to Certificate of Approval Board Orders, authorizing franchises in the Borough of Kinnelon, the Borough of Oakland, the Village of Ridgewood, the

Township of Teaneck, the Borough of Upper Saddle River, the Borough of Waldwick, the Township of Wayne, the Borough of Wood Ridge and the Township of Wyckoff in the Oakland System, Cablevision agreed to provide senior discounts on a "most favored nation" basis, wherein Cablevision agreed that, in the event it offered a senior discount in any municipality, it would automatically provide a senior discount in the foregoing municipalities which had negotiated for this clause.

13. On March 5, 2002, Cablevision notified the Office of Cable Television that it had elected to provide the Township of Clifton a senior discount, and therefore triggered the "most favored nation" clause in the nine (9) other municipalities listed in Paragraph 12.
14. On May 29, 2002, Cablevision submitted a letter to the Office of Cable Television listing the ten (10) total municipalities which, because of the "most favored nation" clause, would be receiving a ten percent (10%) senior discount on or about June 5, 2002.
15. Based upon a number of complaints received by the Office of Cable Television, it appears that Cablevision may not have been offering this discount to customers and when customers inquired about it, its existence was denied by customer service representatives.
16. The Office of Cable Television, by letter dated March 26, 2004, requested information as to senior discounts in the Oakland System, and specifically requested Cablevision to:

Indicate, municipality by municipality, whether or not a senior discount is offered. If one is offered, please indicate, municipality by municipality, when it was implemented. If implemented, please provide from January 1, 2003 and for all dates going forward, municipality by municipality, copies of the annual notification reflecting the discount.
17. Cablevision did not respond to this letter.
18. On September 10, 2004, the Office of Cable Television again asked Cablevision to provide the requested information with a deadline of September 27, 2004.
19. As of this date, Cablevision has not provided the above information.
20. In light of Cablevision's continued failure to provide the Office of Cable Television with information to determine whether Cablevision has offered the senior discount required in the Oakland system, the Board is concerned with compliance with senior discount requirements throughout the Cablevision systems operating in New Jersey.
21. It appears that by reason of the foregoing, the Board has foundation to believe that Cablevision may have violated the requirements of its Certificate of Approval Board Orders and various regulatory requirements with respect to senior discounts such that formal investigation is warranted pursuant to N.J.S.A. 48:5A-9.

Therefore, the Board HEREBY ORDERS Cablevision to submit three (3) copies of the following to the Office of Cable Television and three (3) copies to the Office of the Attorney General, attention DAG Susan J. Vercheak, within ten (10) business days of the date of service of this Order upon Cablevision:

- a. Confirmation by certification of a corporate officer, on a municipality by municipality basis, of the provision of senior discounts in those municipalities where it is required by the Certificate of Approval; when the senior discount was implemented and, from January 1, 2003 forward, on a municipality by municipality basis, copies of the annual notification reflecting the required senior discount, throughout all fourteen (14) systems, specified in paragraph 5;
- b. "Screen shots" from any and all customer service computer systems, indicating that the availability of discounts is clear to customer service representatives, as well as any and all scripts, guidelines, handbooks or other training or sales materials or information provided to customer service representatives or other person or persons with responsibility for contact with customers or the general public from the date of implementation of any senior discount rate to date;
- c. Proof in the form of copies certified to be true of customer bills, redacted as necessary to satisfy State and federal privacy concerns, from each municipality offering a senior discount of those customers receiving the discount, as well as copies of any and all applications or other documentation submitted by customers, redacted as necessary to satisfy State and federal privacy concerns, on a municipality by municipality basis, from June 5, 2002 to date, seeking senior discounts.

COUNT II

22. The Board incorporates by reference each and every allegation contained in the foregoing paragraphs.
23. Pursuant to N.J.S.A. 48:5A-26.1(b), which became effective August 12, 2003, all cable operators must furnish to the Office of Cable Television a detailed report of the number and character of complaints made by customers and communicated to the cable television company.
24. To implement N.J.S.A. 48:5A-26.1, the Board ordered all cable television companies to retain complaint records and provide a report of these complaints on a yearly basis, in a format designed to protect the privacy of all customers, I/M/O Implementation of P.L. 2003, c. 38, Providing for the Reporting of Complaints Received by Cable Companies to the Board of Public Utilities, Order, Dkt. No. CX03080615, dated August 19, 2003.
25. The Board further ordered all cable television companies to provide copies to the Board as required by N.J.S.A. 48:5A-26.1 with personal information redacted as necessary, and ordered that each company or system-wide complaint record not turned over in a timely manner would be considered a separate violation. I/M/O Implementation of P.L. 2003, c. 38, Providing for the Reporting of Complaints Received by Cable Companies to the Board of Public Utilities, Amended Order, Dkt. No. CX03080615, dated December 12, 2003.

26. To clarify confusion as to the meaning of "complaint" claimed by the regulated community, the Board defined "complaint" as the following:

Complaint means any written or verbal contact, including by telephone, by an assistive technology device for the hearing impaired such as TTY/TDD, a telecommunications relay service, in person, by facsimile, e-mail, or any other reasonable means, with a cable television operator in connection with any product or service it offers in which a person expresses discontent or dissatisfaction with an act, omission, product, service, service content or complement, term or condition of service.

[I/M/O Implementation of P.L. 2003, c. 38, Providing for the Reporting of Complaints Received by Cable Companies to the Board of Public Utilities, Amended Order, Dkt. No. CX03080615, dated September 14, 2004.]

27. The Board codified the foregoing Orders for recording and reporting customer complaints at N.J.A.C. 14:18-6.7.
28. On January 31, 2005, Cablevision submitted a fourth quarter 2004 complaint report, indicating a total complaint number of 24,612.
29. On July 28, 2005, the Office of Cable Television advised Cablevision that the information provided in its fourth quarter 2004 complaint report appeared incomplete.
30. As of the date of this Order, Cablevision has not submitted any further data or otherwise demonstrated that the report was complete.
31. It appears that by reason of the foregoing, the Board has foundation to believe that Cablevision may have violated N.J.S.A. 48:5A-26.1, implementing regulations and the above-listed Board orders such that formal investigation is warranted pursuant to N.J.S.A. 48:5A-9.

Therefore, the Board HEREBY ORDERS Cablevision to submit three (3) copies of the following to the Office of Cable Television and three (3) copies to the Office of the Attorney General, attention DAG Susan J. Vercheak, within ten (10) business days from the date of service of this Order upon Cablevision.

All complaint records, in any and all formats, from the fourth quarter of 2004, pursuant to the definition set forth at N.J.A.C. 14:18-1.2, with an accompanying certification from a corporate officer as to their completeness, accuracy and compliance with the definition set forth at N.J.A.C. 14:18-1.2.

It is FURTHER ORDERED that if Cablevision fails to fully comply with this Order and submit the foregoing within the time specified hereinabove, or within such reasonable extension thereof, if any, as may be agreed to in writing by the Office of the Attorney General, the Attorney General

of the State of New Jersey is hereby authorized and requested, without further Order by this Board, to enforce Cablevision's observance of this Order by court proceeding; pursuant to N.J.S.A. 48:5A-51 and to seek the imposition against Cablevision of the maximum penalties permitted by law for such failure to comply therewith.

It is FURTHER ORDERED that the Office of Cable Television shall continue with any investigation as may be necessary and proper with respect to the past and continued compliance by Cablevision as to the complaint reporting requirements of N.J.S.A. 48:5A-26.1 and associated Board Orders and Regulations, as well as the past and continued compliance with the requirements of providing accurate and complete information to the Office of Cable Television and to customers as to the availability of senior discounts throughout the Cablevision systems in the State, and Cablevision is ORDERED to cooperate with this investigation including, but not limited to, the production and reproduction of documents and information requested and the appearance at any deposition pursuant to N.J.S.A. 48:5A-9.

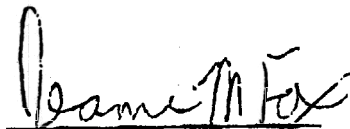
It is FURTHER ORDERED that Cablevision shall preserve and maintain all material and information relating to the above investigations, including all documents and other information retention, including but not limited to emails, audio recordings, spreadsheets, databases, and computer or hard copy backups of relevant information, and that such information shall be provided to the Board as requested by the Office of Cable Television during the continuing conduct of the investigation.

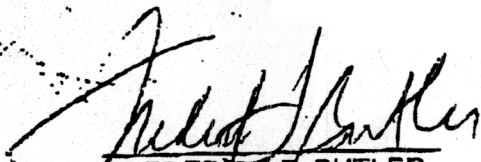
It is FURTHER ORDERED that nothing in this Order shall be considered a waiver or an election to forbear from any action on the part of the Board, including but not limited to the issuance of an Order to Show Cause, the issuance of subpoenas, institution of judicial action, or any other action concerning this order or any other matter within the power of the Board.

Finally, it is FURTHER ORDERED that a certified copy of this Order be immediately served upon CSC Holdings, Inc.

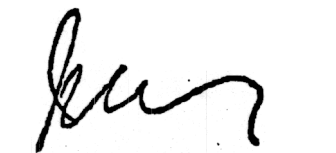
DATED: 10/27/05

BOARD OF PUBLIC UTILITIES
BY:

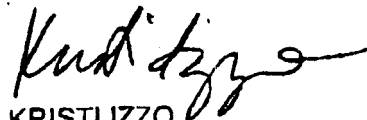

JEANNE M. FOX
PRESIDENT


FREDERICK F. BUTLER
COMMISSIONER

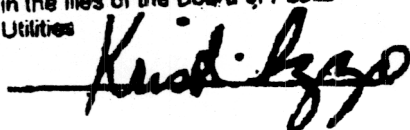

CONNIE O. HUGHES
COMMISSIONER


JACK ALTER
COMMISSIONER

ATTEST:


KRISTI IZZO
SECRETARY

I HEREBY CERTIFY that the within
document is a true copy of the original
in the files of the Board of Public
Utilities



SERVICE LIST

IN THE MATTER OF THE ALLEGED FAILURE OF CERTAIN SUBSIDIARIES OF CSC HOLDINGS, INC. (CABLEVISION) TO COMPLY WITH PROVISIONS OF THE NEW JERSEY CABLE TELEVISION ACT N.J.S.A. 48:5A-1 et seq. AND/OR THE NEW JERSEY ADMINISTRATIVE CODE, N.J.A.C. 14:18-1.1 et seq.

DOCKET NO. CX05040335

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